



United States Mint Announces New Return Policy

February 10, 2009

WASHINGTON — The United States Mint announced today that it is changing its 30-day return policy for all numismatic products. **Effective February 10, 2009, the agency will adopt a seven-day return policy for all numismatic product categories.**

On January 12, 2009, the United States Mint implemented a new pricing structure for numismatic products containing gold and platinum coins. Under this methodology, prices for numismatic products containing gold or platinum coins are set on a weekly basis. As a result, the agency determined that it was necessary to have a seven-day return policy to coincide with the current pricing policy. Rather than have two separate return policies – seven days for numismatic products containing gold and platinum coins and 30 days for other numismatic products – the United States Mint elected to implement a uniform seven-day policy for all numismatic products. This gives customers consistency and clarity when purchasing its products.

Under the new seven-day return policy, United States Mint customers can return products within seven calendar days from the date they receive their orders. To have a return accepted for processing, the postmark on the return package must be within seven days of customer receipt of the package. Numismatic products purchased prior to February 10, 2009, will still be covered under the 30-day return policy. The new return policy does not apply to \$1 coins under the Direct Ship Program because they are not considered numismatic products and are non-returnable.

ADDITIONAL RESOURCES:

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